



**Australian Government**

Guideline:

# New Employment Services Trial (NEST) Job Plan and Mutual Obligation Requirements

Participants generally have Mutual Obligation Requirements, in return for receiving taxpayer-funded income support paid by Services Australia. These Mutual Obligation Requirements are outlined in each Participant's Job Plan.

The main aim of Mutual Obligation Requirements is to help a Participant into paid work and reduce reliance on income support as quickly as possible. It also allows for Participants to contribute to the community that supports them while they are unemployed.

It is necessary for Enhanced Services Providers (Trial Provider) to ensure that each Participant, including Participants without compulsory Mutual Obligation Requirements, have a Job Plan in place at all times and that the requirements in the Job Plan are suitably and individually tailored to the Participant's circumstances and appropriate to the level of their capability.

Setting appropriate Mutual Obligation Requirements means that where the Targeted Compliance Framework is applied, it does not unfairly apply to a Participant who could not reasonably be expected to meet their Mutual Obligation Requirements based on their circumstances and level of capability.

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Changes from the previous version (Version 3.2)

**Policy changes:**

Page 42 – Changes to the requirement to always include the personal responsibility code (PA03) for Participants with a Points Requirement.

**Wording changes:**

A full document history is available on the [Provider Portal](#).

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Related documents and references

[New Employment Services \(NEST\) Activity Management Guideline](#)

[New Employment Services \(NEST\) Capability Interview Guideline](#)

[New Employment Services \(NEST\) Capability Assessment Guideline](#)

[Privacy Guideline](#)

[New Employment Services \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#)

[New Employment Services \(NEST\) Work Refusal Failures and Unemployment Failures Guideline](#)

[Drug and Alcohol Rehabilitation using Job Plan Code NV07 Advice](#)

[New Employment Services Trial \(NEST\) – Volunteers Guideline](#)

[New Employment Services \(NEST\) Points Based Activation System Guideline](#)

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## 1. What is the Purpose of a Job Plan?

For the purposes of Social Security Law, a 'Job Plan' is an 'Employment Pathway Plan' and a 'Participation Plan' for Disability Support Pension recipients, less than 35 years of age, with compulsory requirements.

Trial Providers are required to work with Participants to keep Job Plans up to date and appropriate to Participants' individual needs.

Job Plan contents are discussed, tailored and agreed to, based on each Participant's individual circumstances, barriers and the support they need to move from welfare to work. For Participants serviced by a Trial Provider, a Job Plan usually includes Provider Appointments, a Job Search Requirement or Points Requirement, education and skills training and other Activities to improve the Participant's employability.

To support Participants to successfully meet their Mutual Obligation Requirements and receive the most from the services offered, Job Plans should be:

**Meaningful**—Every time the Job Plan is negotiated and updated; Trial Providers need to take the time to discuss the requirements with the Participant. It is important that Participants understand any changes or tailoring that has been made, the benefits of participation, and know and understand why they are required to participate in these activities or other requirements.

**Tailored and appropriate**—Consideration needs to be given to the individual circumstances of the Participant when setting requirements in the Job Plan. This includes understanding their level of requirements, barriers, physical capacity, and location of any Activities or other personal circumstances that may affect servicing or ability to meet requirements, like caring and family responsibilities. Job Plans must be reviewed by Trial Providers at least every six months to ensure they remain meaningful, tailored and appropriate.

**Clear and understood**—Participants should know exactly what is required of them on each day; there should be no doubt or confusion of what is expected. This includes the potential consequences of not meeting their requirements. Participants having a clear understanding of their requirements means that:

- they understand the benefits of participation
- they understand their requirements support successful participation
- they feel empowered to make the right decision to meet their requirements, and
- the compliance framework can be utilised effectively and appropriately.

The Department monitors the appropriateness and tailoring of Job Plans (Deed reference: Clause 97)

### Targeted Compliance Framework

Participants in the New Employment Services Trial are subject to the Targeted Compliance Framework (TCF), and Trial Providers must undertake all associated TCF processes. This includes assessing Acceptable and Valid Reasons, recording

participation in the Department's IT Systems, setting Reengagement Requirements and other related processes.

When a Participant fails to meet a requirement, their payment may be suspended until they meet a Reengagement Requirement. The Reengagement Requirement generally mirrors the requirement the Participant failed to meet.

For more information on provider obligations under the TCF, please see the [New Employment Services \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

## Using the Capability Management Tool

The Capability Management Tool in the Department's IT Systems needs to be updated after conducting a Capability Interview. It should be used to review and manage a Participant's personal circumstances which may affect their capacity to participate in Activities, Job Search or tasks to meet their Points Requirements and can assist in identifying specific vocational or non-vocational barriers, including those disclosed by the Participant.

The Capability Management Tool can help to:

- ensure the Participant has requirements in their Job Plan appropriate to their circumstances
- include Employment Services Assessment recommended Interventions in the Job Plan
- record additional vocational or non-vocational issues.

Trial Providers should familiarise themselves with relevant Deed provisions in case Participants request access to their records in the Capability Management Tool.

See the [New Employment Services Trial \(NEST\) Capability Interview Guideline](#) for information on updating the Job Plan following a Capability Interview.

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## 2. Commencement and Job Plans

Trial Providers and Services Australia have been delegated certain powers under Social Security Law including the power to require a Participant to enter into a Job Plan, and the power to approve or update a Participant's Job Plan.

### Creating a Job Plan at the Initial Interview

If a Participant does not already have a Job Plan, the Trial Provider must create a Job Plan at the Initial Interview. Once the Participant attends the Initial Interview and the Job Plan is agreed, the Participant is commenced in the Trial Services.

During the Initial Interview, a Trial Provider must negotiate a Job Plan with their new Participants, including Participants transferred from other providers. Trial Providers need to ensure that each requirement is tailored to meet the circumstances of the individual Participant and supports them in achieving their employment goals.

The Trial Provider's role is to support the Participant and:

- ensure that each Job Plan contains a Job Search or Points Requirement (as appropriate) and all of the compulsory and voluntary Activities or other

requirements the Participant will undertake in order to meet their Mutual Obligation Requirements

- ensure all Activities are tailored to address the Participant's individual needs, reduced work capacity and barriers to employment
- ensure that Job Search, Points Requirement, Activities or other requirements do not place unreasonable demands on the Participant.

Note: Although Trial Providers must create a Job Plan, Participants are not required to agree to the Job Plan at the Initial Interview and may have two business days 'think time'. For more information refer to the section, [Participants requiring 'think time' to consider the terms of their Job Plan](#).

Activities, Points Requirements, Job Search, or other requirements in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all the requirements in their Job Plan.

Trial Providers are required to record the Activities and relevant details in the Participant's Job Plan, including: the names of education and training organisations and the type of training being undertaken; the names of employers and the type of work being undertaken, unless they have a Points Requirement; hours of participation the Participant needs to complete each fortnight and the hours of participation required for each Activity. If drug or alcohol dependency impacts on the Participant's participation, Trial Providers need to record refusal for treatment, or lack of treatment available in the local area in the Capability Management Tool, in the Department's IT Systems.

Trial Providers have flexibility to include approved Activities, Points Requirements, Job Search and other requirements in the Participant's Job Plan to enable Participants to meet their Mutual Obligation Requirements.

At all times during a Participant's period of servicing, the number of Job Searches a Participant is required to undertake each month must be specified in the Participant's Job Plan or, if a Participant has a Points Requirement, that they are aware all information about meeting their Points Requirement can be found on their jobactive dashboard. The number of Job Searches required cannot exceed 20 per month, the Points Target under a Points Requirement cannot exceed 100 points.

See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for information on how Points Requirements are set.

(Deed references: Clauses 96 and 97)

## Explaining a Job Plan to a Participant

Trial Providers need to ensure that Participants understand their Mutual Obligation Requirements such as: attending Appointments; undertaking compulsory and voluntary Activities; undertaking and completing Job Searches or meeting their Points Requirement.

At the Participant's Initial Interview, Trial Providers need to explain:

- the purpose of the Job Plan



- the Mutual Obligation Requirements the Participant needs to undertake in return for Income Support Payments, including the requirement to record their own attendance (where relevant)
- the Participant's rights and responsibilities under the Job Plan (including 'think time' to consider the Job Plan before agreeing to it)
- what the Participant needs to do if they have a change in circumstances that affects their ability to meet the requirements in their Job Plan, including contacting the Trial Provider to discuss the change in circumstances as appropriate
- how to contact the Trial Provider to give prior notice if unable to meet requirements and the consequences of not giving prior notice if the Participant is able to do so
- the consequences of failing to meet any requirements, and any impact this may have on the Participant's Income Support Payment
- the consequences of failing to give prior notice (with an Acceptable Reason), where reasonable if they cannot attend upcoming compulsory Appointments or participate in upcoming compulsory Activities
- their right to appeal decisions and where they can find assistance to do this
- how the Trial Provider will support the Participant
- the Trial Provider's Service Guarantee and Service Delivery Plan
- the section entitled 'Information You Need to Know' in the Job Plan
- how information is protected under privacy legislation and Social Security Law; and
- that all relevant contact details will need to be accurately recorded and updated in the Department's IT Systems including phone numbers, email address and postal address.

(Deed reference: Clause 97)

### Interpreters, Support Persons and Nominees

When a Participant requests, or if the Trial Provider considers it appropriate, the Participant can bring a support person with them to their Initial Interview. Similarly, when a Participant requests or if the Trial Provider considers it appropriate, Trial Providers are required to use an interpreter to ensure that the Participant understands their requirements before they agree to their Job Plan.

Trial Providers may also need to work with Humanitarian Settlement Program Case Managers, who may accompany some humanitarian entrant (refugee) Participants to interviews. A Humanitarian Settlement Program Case Manager can provide advice on appropriate employment strategies and activities that can help the Trial Provider to develop a suitable Job Plan. (Note that a Case Manager is not an interpreter.)

Additionally, Participants in residential programs for drug and alcohol rehabilitation will not always inform their Trial Provider of their change of circumstances. When in a residential program Participants should have an authorised correspondence nominee. The nominee will receive all of the correspondence and notifications sent from the Trial Provider to the Participant. The nominee can advise the Trial Provider that the Participant is in a residential program and may not have access to a phone or computer.

Staff of residential programs are able to act as nominees for Participants where authorised. Please refer to the [Drug and Alcohol Rehabilitation using Job Plan Code NV07 Advice](#).

Please record details of any conversations with a nominee in the comments screen in the Department's IT Systems.

### Participants requiring 'think time' to consider the terms of their Job Plan

Before signing or agreeing to the terms of a Job Plan, all Participants can have up to two Business Days 'think time' to consider the requirements set in the Job Plan. The Participant can use this time to discuss the terms of the Job Plan with a third party if they wish. The 'think time' is available to every Participant each time their Job Plan is created or updated.

If a Participant is offered and accepts 'think time', Trial Providers need to arrange and book a Provider Appointment for the Participant to occur in two Business Days so that the Participant can agree to and sign the Job Plan, or the Trial Provider can send the Job Plan for the Participant to agree online.



**System step:** The Trial Provider can manually set 'think time' through the Department's IT Systems, in the Participant's Summary panel by clicking, **Set Think Time**.



**System step:** Alternatively, the Trial Provider may send the Job Plan for the Participant to agree online. In the **Finalise Plan** panel, use the **Notified By** drop-down list to indicate how the Participant was notified of the requirement to agree to their Job Plan, confirm the relevant **Nudge Messages** and click **Send to job seeker**. The Participant's Dashboard on the jobactive website/Job Seeker App will advise the Participant via their 'Your Tasks To Do' list that they need to agree to their Job Plan.

Please refer to the [Task Cards on the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on setting 'Think Time'.

### Participants with a Compulsory Job Plan

For Participants with Mutual Obligation Requirements, including Disability Support Pension Recipients (Compulsory Requirements) under 35 years of age and Special Benefit recipients (who are not Nominated Visa Holders), there needs to be at least one compulsory requirement in the Job Plan and a record of the details in the Participant's Electronic Calendar.

Participants who are fully meeting their Mutual Obligation Requirements, but have chosen to access Enhanced Services on a voluntary basis are Fully Eligible Participants (Voluntary). These Participants still need to have a compulsory Job Plan which includes activities they are undertaking to fully meet their requirements. Any additional Activities or requirements they agree to undertake need to be included in their Job Plan as a voluntary requirement.

(Deed reference: Clause 97)

## Participants with a Suspension

Participants with Mutual Obligation Requirements who are Suspended from their Trial Provider's caseload can choose to voluntarily participate in Activities or other requirements. Trial Providers must agree to the voluntary Activities the Participant will participate in and update the Participant's Job Plan to include the voluntary Activities. If the Trial Provider becomes aware that a Participant is no longer suspended or not participating in voluntary Activities listed in the Job Plan, the Trial Provider must update the Job Plan as appropriate.

A suspension from a Trial Provider's caseload can occur when:

- a Participant is granted an Activity Test exemption by Services Australia
- a PCP, PCW (15-29 hours) or job seeker aged 55 and over Participant is fully meeting their requirements through part time work or other approved activities
- the Trial Provider applies a 'Provisional Exit' from servicing on the expectation that the Participant's employment will lead to a full outcome; or
- the Participant has a partial or temporary reduced work capacity of less than 15 hours per week.

(Deed reference: Clause 98)

## Participants with a Voluntary Job Plan

Participants who are participating in Enhanced Services without Mutual Obligation Requirements must have a Voluntary Job Plan. These Participants can be Volunteers receiving six months of service or be Fully Eligible Participants who do not have Mutual Obligation Requirements and are participating voluntarily in Enhanced Services such as:

- Structural Adjustment Program Participants not on income support
- Pre-Release Prisoners
- Participants with an Exemption from their Mutual Obligation Requirements
- Participants with an assessed Partial Capacity to Work or a temporary reduced work capacity of less than 15 hours per week
- Vulnerable Youth or Vulnerable Youth (Student)
- Special Benefit recipients who are not Nominated Visa Holders.

Voluntary Job Plans can only include voluntary Activities as these Participants do not have compulsory requirements. Participants are not subject to compliance if they do not participate in voluntary items, including voluntary Activities.

Participants with a Voluntary Job Plan are not able to have a Points Requirement included in their Job Plan as a voluntary item.

## Volunteers

For information on Volunteers, see the [New Employment Services Trial \(NEST\) – Volunteers Guideline](#).

### Participants in ParentsNext

A compulsory ParentsNext Participant can be Commenced and serviced concurrently as a Volunteer in Enhanced Services. ParentsNext Volunteers have a Job Plan in

place with their ParentsNext Provider (called a ParentsNext Participation Plan). Trial Providers are able to view a ParentsNext Volunteer's Participation Plan in the Department's IT Systems, but cannot alter the Plan – they can only be updated by the ParentsNext Provider. If a Trial Provider considers a ParentsNext Volunteer's Participation Plan requires updating, they should contact the Participant's ParentsNext Provider and request an update be made to the Participation Plan.

## Participants in Time to Work Employment Service

If a Participant has participated in the Time to Work Employment Service the Trial Provider needs to take into account any current Transition Plans identified in the Department's IT Systems.

## Approving a Job Plan

The Trial Provider's staff are delegates of the Secretary of the Department of Education, Skills and Employment and have the power to:

- require a Participant with Mutual Obligation Requirements to enter into a Job Plan
- approve a Job Plan, and
- vary the terms of a Job Plan.



**Documentary Evidence:** Once the terms of the Job Plan have been agreed to and the Job Plan is created in the Department's IT Systems, the Trial Provider must give the Job Plan to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.

(Deed reference: Clause 97)

## Participant agreeing to the Job Plan

### Online agreement



**Documentary Evidence:** Trial Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online. Before using this option check that the Participant has access to the Job Plan on their Dashboard and they know how to agree to it.



**Documentary Evidence:** Trial Providers are required to issue formal Notification the Participant (including those with voluntary requirements) informing them that they must agree to their Job Plan and advise them of the consequences if they fail to do so. This can be done either face to face or over the phone and needs to be within two Business Days of sending the Job Plan. A verbal formal Notification script is available on the Department's IT Systems for the Trial Provider to read to the Participant. The script includes a compliance warning that is required to be given to Participants (with Mutual Obligation Requirements).

When the Participant agrees to the Job Plan online, the Job Plan status will automatically be set to 'approved' in the Department's IT Systems.

See the [Issuing Formal Notification to the Participant](#) section of this Guideline for further information on how to issue a formal Notification.

### Hard copy agreement

The Participant and the Trial Provider may sign a hard copy of the Job Plan. The Trial Provider needs to give the Participant the signed copy and then approve the Job Plan in the Department's IT Systems.

When the Job Plan has been approved in the Department's IT Systems, the Participant will be able to access it from their Job Seeker Dashboard.

### Participant not agreeing to the Job Plan

Participants who fail or refuse to agree to their Job Plan may have their payment suspended until they agree to a Job Plan.

For a Volunteer, the Trial Provider should Exit the person, where there is evidence of continued disengagement from Services.

For further information, see the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

For information on Volunteers, see the [New Employment Services Trial \(NEST\) Volunteers Guideline](#).

(Deed reference: Clause 97)

### Recording a Job Plan



**Documentary Evidence:** The Job Plan must be recorded in the Department's IT Systems as soon as possible after it has been created. The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hard copy.

If the Department's IT Systems is temporarily unavailable or there is no computer access, use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

### Using Job Plan codes

Trial Providers are required to use the comprehensive list of Job Plan codes, at [Attachment A](#), so that Job Plan data can be pre-populated and linked through the Department's IT Systems to the Dashboard on the Job Seeker App, the jobactive website and Services Australia IT system. Trial Providers who are negotiating a Job Plan with a Points Requirement must refer to the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for instructions on using Job Plan codes.

The following codes are pre-populated in Job Plans. Most can be removed if not appropriate to the Participant.

AI09 – Attend DES Appointments

AI12 – Attend Provider Appointments

AI13 – Attend DES Ongoing Support Appointments

AI15 – Attend Third Party Appointments

JS09 – Job Search Contacts – Monthly

JS10 – Job Interviews

PA03 – Personal Responsibility to Report and Record Attendance

PA04 – Actioning Job Referrals and Job Opportunities

AS02 – Health and Allied Services Assistance

AS20 – Ongoing Support Assistance

NV14 – Health Maintenance Program

Neither AI15 – Attend Third Party Appointments nor PA04 – Actioning Job Referrals and Job Opportunities can be removed from a Participant’s Job Plan. If either of these codes are inappropriate for a Participant, the Trial Provider must not set requirements for the Participant using these codes.

Note: Trial Providers must replace Job Plan Code JS09 (Job Search Requirement) with Job Plan Code PA09 (Points Requirement) for Participants who should have a Points Requirement. Refer to the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for information on PBAS.

Note: Trial Providers should use Job Plan Code ET69 which allows refugee Participants to fully meet their Mutual Obligation Requirements when undertaking activities to help adjust to life in Australia and increase their chances of finding work.

Note: If the Participant is referred from Digital Services to a Trial Provider, the Trial Provider must remove any Digital Only Job Plan codes when negotiating the new Job Plan with the Participant. Please refer to the List of Job Plan Codes at [Attachment A](#).

### Job Referrals and opportunities

Job Referrals can connect Participants with suitable work. Where the PA04 Actioning Job Referrals and Job Opportunities code is included a Participant’s Job Plan, and the Provider identifies a job opportunity for the Participant, the Provider must set a Job Referral task for the Participant to action. Specific Job Referral tasks a Provider can set include:

<b>Single referrals</b>
Apply for a specific job
Accept a Job Interview
Contact an employer to arrange and accept a Job Interview
Update a resume appropriately
Provide personal details to support a job opportunity
<b>Combination referrals</b>
Update a resume appropriately AND provide personal details to support a job opportunity
Update a resume appropriately AND apply for a specific job
Provide personal details to support a job opportunity AND contact an employer to arrange and accept a Job Interview

**Single referrals**

Provide personal details to support a job opportunity AND accept a Job Interview

Note: Participants with a Points Requirement, see the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for information on PBAS.

(Deed references: Clauses 94.2 and 94.3)

Trial Providers must ensure that all Job Referrals that a Participant is compelled to act on, are recorded in the Department's IT Systems. All information Trial Providers enter in the Department's IT Systems in relation to the Job Referral must be accurate and complete. The Participant must be formally notified, with reasonable notice, of each Job Referral task that they have been set.

Trial Providers are expected to use their best endeavours to ensure Participants are only set Job Referral tasks that they are able to successfully undertake by the due date.

The Department's IT Systems do not set a limit on the number of Job Referral tasks that can be set for a Participant. Trial Providers must ensure they do not set a number that exceeds the Participant's monthly Job Search Requirement.

Please refer to the [Job Referral Interactive Module and Job Referral Task Card Guides on the Targeted Compliance Framework Learning Centre](#) page at <https://learningcentre.employment.gov.au/> for information on setting Job Referral tasks.

(Deed clauses 7.1(a) 11.1(b), 125.1(c) and 128)

### Linking Job Plan Codes to Activity placements and the Electronic Calendar

Activity placements can be linked to Job Plan codes in Activity Management in the Department's IT Systems. It is best practice that Trial Providers link Activity placements to the appropriate code in the Job Plan. Job Plan codes need to be linked to the daily requirements scheduled in the Electronic Calendar, this will enable the details to be auto-populated into any formal Notification created from the Electronic Calendar. Trial Providers will also be able to record attendance results in the Electronic Calendar.

(Deed reference: Clause 105)

## 3. Reviewing, Updating and Monitoring a Job Plan

Trial Providers are required to review, update and monitor a Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law.

Trial Providers need to review the Job Plan and update it when the Participant:

- has a change in their circumstances
- enters into a new Enhanced Services Tier or moves into Digital Services
- commences a new Activity
- completes an Activity that was in their Job Plan

- has a Capability Interview or Capability Assessment where it is identified that the Job Plan contains errors and/or
- is Commenced and has not had their Job Plan updated in the previous six months (thereby their Job Plan is reviewed and updated every six months).

For Services Australia managed Participants, Services Australia will update the Job Plan when required. If the Participant is managed by a Trial Provider, Services Australia will consult with the relevant Trial Provider before updating the Job Plan or may request that the Trial Provider update the Job Plan at the Participant's next Appointment. Trial Providers should not remove any updates made to a Job Plan by Services Australia without consultation.

(Deed reference: Clause 97)

### Updating the Job Plan

Trial Providers must review the Job Plan at each Provider Appointment to ensure that the Participant is still capable of meeting their Mutual Obligation Requirements. If the outcome of a Capability Interview or Capability Assessment is that the Job Plan requires updating, Trial Providers are required to review and update the contents of the Job Plan within 10 Business Days. Trial Providers must ensure that the contents of the Job Plan are updated including details of any additional voluntary activities.

In consultation with the Participant, the Job Plan can be updated at any time— unless there is compliance outstanding. If compliance action is outstanding, the Department's IT Systems will not permit the Job Plan to be updated and the Trial Provider will be redirected to the 'Compliance Screen' in the Department's IT Systems.

See the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for information on using the Targeted Compliance Framework.

(Deed reference: Clause 97)

### Updating the Job Plan to include Voluntary activities

If a Participant is granted an Exemption or is fully meeting their Mutual Obligation Requirements, they may wish to participate voluntarily and they can discuss this with the Trial Provider. Voluntary activities should be included in the Job Plan and scheduled in the Electronic Calendar, and the Trial Provider must issue formal Notification to Participants informing them of the details of each Activity.

(Deed reference: Clause 97)

### Reviewing the Job Plan following Participant advising change in circumstances

The Job Plan needs to be reviewed as soon as practicable after the Trial Provider becomes aware or is informed of a change in the Participant's circumstances.

Newly disclosed information may be found on, and should be immediately recorded in, the Capability Management Tool (CMT) in the Department's IT Systems.

If the Job Plan is to be renegotiated in light of the new information, the Trial Provider must refer to the CMT to ensure that the Job Plan requirements are



appropriate for the Participant's capability, and that the Participant will receive enough assistance and support to address the circumstances recorded in the CMT.

See the [Capability Interview Guideline](#) for information on using the Capability Management Tool.

(Deed reference: Clause 97)

### Updating the Job Plan to include (previously removed) requirement to record own attendance

If the Trial Provider is renegotiating a Job Plan and assesses that the Participant is now capable of recording or reporting their own attendance (where the requirement was previously removed from the Job Plan), the Trial Provider must add the PA03—Personal Responsibility to Report and Record Attendance Job Plan code back into the Participant's Job Plan. Ensure that the Participant understands that they are now responsible for recording their own attendance at requirements by using the Job Seeker App or on their jobactive account by close of business on the day of the requirement. Ensure that the Participant understands that failure to do this may result in suspension of their Income Support Payment.

When updating the Job Plan to include the requirement to record and report their own attendance, the Trial Provider should also consider whether the Participant is capable of meeting their Mutual Obligation Requirements under PBAS and transition them if suitable. See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for more information.

Where a Participant transfers from Online Employment Services or Digital Services to Enhanced Services, the Trial Provider must update the Job Plan to remove digital only codes such as, PA06, JS11 and JS12 and replace these with the equivalent codes, such as, PA03, JS09 and JS10.

Where a Participant has transferred from Digital Services to Enhanced Services with a Points Requirement, with PA09 in the Job Plan, the Trial Provider must consider whether a Points Requirement is still appropriate for the Participant and update the Job Plan accordingly.

(Deed references: Clauses 97 and 126)

### Updating the Job Plan following a Capability Interview or Capability Assessment

See the [New Employment Services Trial \(NEST\) Capability Interview Guideline](#) and the [New Employment Services Trial \(NEST\) Capability Assessment Guideline](#) for information on updating the Job Plan following a Capability Interview or Capability Assessment, respectively.

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## 4. Mutual Obligation Requirements

A Participant's Mutual Obligation Requirements are generally determined by considering their:

- age
- assessed work capacity, and
- whether they have primary responsibility for the care of a child.

Participants with full-time requirements should be looking for work full-time and actively addressing the individual circumstances that affect their capacity to undertake paid work.

Participants with part-time Mutual Obligation Requirements are:

- Principal Carer Parents whose youngest child is aged 6 to 15 years of age
- Participants with a Partial Capacity to Work or a temporary reduced work capacity of 15 to 29 hours per week.

Participant's Mutual Obligation Requirements include:

- entering into a Job Plan and fully complying with the requirements in their Job Plan
- attending all Services Australia and Provider Appointments
- acting on job referrals and attending Job Interviews offered by employers
- undertaking Job Search (up to 20 Job Searches per month) or meeting Points Requirements
- participating in any Activity that is relevant to their personal circumstances and will help the Participant to improve their employment prospects.

A broad range of Activities and other requirements can be used to meet a Participant's Mutual Obligation Requirements. For a list of suitable Activities that can be used to meet a Participant's Mutual Obligation Requirements, see [Guide to Social Security Law 3.2.9.10](#).

The Activities Participants are undertaking must be included in their Job Plan as either a compulsory or voluntary Activity. Where a Participant has a Points Requirement, Activities will reduce their Points Target. Voluntary Activities are not subject to the Targeted Compliance Framework.

(Deed Reference: Clause 125)

## Determining Mutual Obligation Requirements

When determining Mutual Obligation Requirements it is important to identify both a Participant's strengths as well as any barriers they have to finding employment. Any vocational and non-vocational Activities are to be tailored to address the Participant's individual needs and work capacity.

Consider and seek out Activities that will help Participants overcome or manage any vocational and non-vocational barriers. See [Guide to Social Security Law 3.2.9.10](#) for what can be included in a Job Plan.

Activities or other requirements in the Job Plan must not place unreasonable demands on the Participant. The Participant must be capable of doing any Activity and meeting all requirements included in their Job Plan.

After consulting with the Participant, determine the Activities to meet the Participant's Mutual Obligation Requirements in accordance with the Deed, this Guideline and Social Security Law. Trial Providers should take into account the Participant's preferences wherever possible. However, as the delegate of the Secretary of the Department of Education, Skills and Employment, Trial Provider staff will ultimately determine what requirements the Participant must do to meet their Mutual Obligation Requirements under Social Security Law.

Record the Activities and other relevant items in the Participant's Job Plan, and schedule Activities in the Electronic Calendar. If drug or alcohol dependency is impacting on participation and appropriate treatment services are not available the Trial Provider must record this information in the Department's IT Systems on the Job Seeker's Personal Summary Page ('What you need to know').

Under Social Security Law, Participants must be formally notified of the dates, times and locations for attending appointments and participating in Activities, along with any special requirements such as wearing work boots and other safety gear.

### Points Based Activation System

To promote a broader and more flexible mix of activities, a new approach to Mutual Obligation Requirements will be trialled through PBAS from December 2020.

PBAS allows Participants to meet their Mutual Obligation Requirements by undertaking and reporting sufficient tasks to meet a specified Points Target each Points Reporting Period. The number and type of tasks that Participants can undertake to meet their Mutual Obligation Requirements may vary, and should be set, based on the Participant's level of servicing, individual circumstances and the Employment Region that the Participant resides in.

Trial Providers should consider opting new and existing Participants into PBAS. See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for more information on PBAS.

### Considering a Participant's circumstances

When determining a Participant's Mutual Obligation Requirements and setting the terms of a Job Plan, consult with the Participant and consider:

- individual circumstances – in particular, their assessed work capacity (where relevant), their capacity to comply with requirements and their personal needs
- education, experience, skills and age
- the impact of any disability, illness, physical or mental health condition or other non-vocational issue, including drug and alcohol dependency, affecting a Participant's ability to work, look for work or participate in Activities
- the state of the local labour market and the transport options available to the Participant in accessing that market
- the participation opportunities and Activities available to the Participant
- their family and care responsibilities (including availability of childcare)
- the length of travel time required to comply with the requirements (reasonable travel time is 90 minutes each way or, if the Participant is a Principal Carer Parent or has a Partial Capacity to Work, 60 minutes each way)
- the financial costs (such as travel costs) of complying with the requirements and the Participant's capacity to pay for such costs
- whether the Participant has any vulnerability indicators (as identified by Services Australia) such as homelessness, psychiatric problems or mental health conditions, severe drug or alcohol dependency, or traumatic relationship breakdown

- cultural factors
- if they are an Early School Leaver
- if the Participant participated in Time to Work Employment Service, any comments and recommendations in the Time to Work Employment Service Transition Plan (Trial Providers can find the Transition Plan in the Department's IT Systems)
- any other matters that the Trial Provider considers relevant to the Participant's circumstances (including if the Participant discloses they are a victim of family violence)
- any other matters relevant to their circumstances.

When setting the Participant's Mutual Obligation Requirements, review any barriers identified through an Employment Services Assessment (ESAt) or Job Capacity Assessment (JSA) or other issues disclosed to the Trial Provider. The Job Seeker Classification Instrument (JSCI) and Capability Management Tool may also help identify personal issues affecting a Participant's employability. These will help the Trial Provider decide on the Activities, Points Requirement or Job Search required of a Participant to meet their Mutual Obligation Requirements.

Information about a Participant's circumstances can be found on the Participation Profile screen of the Department's IT Systems.

### Mutual Obligation Requirements for Principal Carer Parents

Consider a Principal Carer Parent's family and caring responsibilities, including the availability of suitable childcare, when setting Mutual Obligation Requirements. During school terms, face-to-face Provider Appointments and participation Activities should be scheduled during school hours (generally between 9.00 am to 3.00 pm) unless otherwise agreed to by the Principal Carer Parent.

The Department's IT Systems will automatically identify time outside of school hours in the Principal Carer Parent's Electronic Calendar. Trial Providers will be able to set requirements at times outside school hours, including weekends. However, Trial Providers will need to discuss this with the Principal Carer Parent to ensure they are available at that time and record the Principal Carer Parent's availability in the Department's IT Systems. This information will be attached to the requirement.

Principal Carer Parents have part-time Mutual Obligation Requirements and can fully meet their requirements through 30 hours per fortnight of:

- paid work (including self-employment)
- approved study (see the section on [Approved Study and Training](#) in this Guideline)
- Voluntary Work (as described below), or
- a combination of the above.

Trial Providers can approve Voluntary Work for the purposes of a Principal Carer Parent fully meeting their Mutual Obligation requirements if:

- the Trial Provider determines that the Principal Carer Parent lives in a weak labour market

- limited training opportunities are locally available (online courses may be considered 'locally available' if they have access to a computer)
- there is a significant vocational aspect to the Voluntary Work.

The Voluntary Work must be at an organisation approved by Services Australia.

If the Principal Carer Parent fully meets their Mutual Obligation Requirements through sufficient participation in the above Activities, they cannot be required to complete Job Search, Points Requirements or meet any other additional requirements.

A Principal Carer Parent who is fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Trial Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks.

See the [New Employment Services Trial \(NEST\) Defined Periods, Suspensions and Exits Guideline](#).

If a Principal Carer Parent is either 55 years of age or over or has a Partial Capacity to Work, the category of Mutual Obligation Requirement which gives the Participant a lesser work requirement should be applied.

#### Meeting Mutual Obligation Requirements for Principal Carer Parents during school holiday periods

If a Principal Carer Parent is unable to obtain suitable childcare during the school holiday period, the Trial Provider will need to make alternative arrangements to support Participants to meet their Mutual Obligation Requirements. A Principal Carer Parent will not be required to attend Activities during the school holidays if appropriate care and supervision of their children is not available or affordable.

For example, while Principal Carers Parents are not required to attend face-to-face appointments with their Trial Provider during school holidays, they can engage with their Trial Provider through other means, such as by telephone or via video-telephony. Job Search can also be conducted from home or the Trial Provider may also decide to reduce the Job Search Requirement or Points Requirement over the school holiday period, while the Principal Carer Parent is caring for children during school holidays.

Principal Carer Parents must continue to meet their part-time Mutual Obligation Requirements during the school holidays except for the fortnight in which the Christmas public holiday falls.

#### Employer-initiated shutdown period over the extended Christmas/New Year school holiday break

Principal Carer Parents who are fully meeting their Mutual Obligation Requirements by working 30 hours a fortnight (including instances when working is one of a combination of Activities) are considered to be meeting their requirements during the employer initiated shutdown period over the extended Christmas/New Year school holiday period. This only applies to Principal Carer Parents who reasonably expect to resume their employment when their employer resumes business in the New Year.

The employer initiated shutdown period break can only be taken while the place of employment is closed, up to a maximum of eight weeks. After eight weeks the Principal Carer Parent will be required to participate in Activities or other requirements to meet Mutual Obligation Requirements while the employer is in the shutdown period.

#### Inability to obtain suitable childcare is an Acceptable Reason

If the Principal Carer Parent is required to undertake an Activity but is unable to obtain suitable childcare, they may have an Acceptable Reason to not undertake that requirement. If this occurs, alternative requirements must be set to enable the Participant to meet their Mutual Obligation Requirements.

#### Mutual Obligation Requirements for Participants with a Partial Capacity to Work

Participants have a Partial Capacity to Work if both their baseline work capacity and work capacity within two years of Intervention are less than 30 hours per week.

Mutual Obligation Requirements are based on a Participant's work capacity within two years with Intervention. However, Participants are not required to participate immediately at the higher work capacity. Rather, the Participant's capacity to participate can be increased through participation in a suitable program of assistance or other appropriate Activity.

When a Participant's work capacity with Intervention is less than their baseline work capacity due to a deteriorating condition, their Mutual Obligation Requirements are based on their baseline work capacity.

Participants with an assessed Partial Capacity to Work of 15-29 hours per week can fully meet their part-time Mutual Obligation Requirements through 30 hours per fortnight of paid work including self-employment, approved study, or a combination of these Activities.

If they fully meet their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities these Participants cannot be required to undertake Points Requirements, Job Search or meet other requirements. In this case, if a Points Requirement is included in the Job Plan, the Points Target will be set to nil. They also do not need to remain connected with a Trial Provider and will be Suspended on a Trial Provider's caseload.

Participants with an assessed Partial Capacity to Work who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Trial Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [New Employment Services Trial \(NEST\) Defined Periods, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a Partial Capacity to Work of 0-14 hours per week can fully meet their Mutual Obligation Requirements by attending quarterly appointments with Services Australia.

## Mutual Obligation Requirements for Participants with temporary reduced work capacity

Participants may have a temporary medical condition with a temporary reduced work capacity applied by Services Australia (which is identified through an Employment Services Assessment). Participants will have reduced requirements for the period of their temporary reduced work capacity. Trial Providers must take this into account when setting suitable approved Activities and the level of participation in the Job Plan.

If a Trial Provider considers that a Participant without an assessed temporary reduced work capacity is impacted by a medical condition, the Trial Provider should take these personal circumstances into account when setting Mutual Obligation Requirements and record the information about the Participant's circumstances in the 'What you need to know' section of the Department's IT Systems. Trial Providers should encourage relevant Participants to contact Services Australia so that a temporary reduced work capacity status can be considered.

Participants who have been assessed as having a temporary reduced work capacity of 15-29 hours per week can fully meet their Mutual Obligation Requirements through 30 hours per fortnight of paid work (including self-employment) approved study or a combination of these Activities.

If the Participant is fully meeting their Mutual Obligation Requirements through sufficient participation per fortnight in the above Activities they cannot be required to undertake any Points Requirements, Job Search or meet other requirements. In this case, if a Points Requirement is included in the Job Plan, the Points Target will be set to nil. They do not need to remain connected to a Trial Provider and will be Suspended from the Trial Provider's caseload.

Participants with an assessed temporary reduced work capacity who are fully meeting their Mutual Obligation Requirements through sufficient participation in paid work and/or study, may be eligible for a Provider Exit (which is processed manually by the Trial Provider) if participation in the approved Activity is likely to be ongoing or last more than 13 weeks. See the [New Employment Services Trial \(NEST\) Defined Periods, Suspensions and Exits Guideline](#).

Participants who have been assessed as having a temporary reduced work capacity of 0-14 hours per week can fully meet their Mutual Obligation Requirements through participation in a quarterly interview with the Services Australia.

## Mutual Obligation Requirements for mature-age Participants

Participants 55 years of age and over can meet their full-time Mutual Obligation Requirements through paid work (including self-employment), approved Voluntary Work or a combination of these Activities, depending on their age and circumstances as follows:

- If the Participant is 55 – 59 years of age and in their first 12 months of receiving payment, they can fully meet their Mutual Obligation Requirements by completing 30 hours per fortnight of paid work. This can also be met by completing 30 hours per fortnight of a combination of approved Voluntary Work

and paid work. However, this must include at least 15 hours per fortnight of paid work.

- If the Participant is 55 – 59 years of age and has been receiving payment for more than 12 months, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.
- If the Participant is aged between 60 and the age pension age, they can fully meet their Mutual Obligation Requirements if they undertake at least 30 hours per fortnight of paid work, approved Voluntary Work or a combination of the two activities.

These Participants cannot be required to do Points Requirements, Job Search or other requirements if they are meeting their Mutual Obligation Requirements in this way. In this case, if a Points Requirement is included in the Job Plan, the Points Target will be set to nil.

Participants should remain connected with a Trial Provider but will be Suspended on a Trial Provider's caseload. However, Trial Providers can continue to refer them to job opportunities.

Services Australia will set an Initial Interview with the Trial Provider for Participants 55 years of age and over, even if they are already satisfying their Mutual Obligation Requirements (as above). Participants who fail to attend this Appointment or any other scheduled Provider Appointments or who fail to act on job referrals, may be subject to action under the Targeted Compliance Framework.

See the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#).

## Mutual Obligation Requirements for some Ministers of Religion

Ministers of Religion who are either a Principal Carer Parent or have a Partial Capacity to Work will be regarded as fully meeting their part-time Mutual Obligation Requirements by undertaking at least 30 hours per fortnight of paid pastoral work for their religious organisation.

## Monitoring by Services Australia for Participants fully meeting their requirements

For the above cohorts of Participants, Services Australia will determine whether a Participant is fully meeting their Mutual Obligation Requirements. If Services Australia establishes that they are participating sufficiently in appropriate Activities, they will update the Participant's Job Plan to include the activities they are undertaking to fully meet their Mutual Obligation Requirements. Once Services Australia determines a Participant (other than a mature-age Participant) is fully meeting their Mutual Obligation Requirements, the Participant may be a Services Australia managed Participant and Exited from the Trial Provider's caseload.

## Continuing voluntarily in Employment Services

A Participant fully meeting their Mutual Obligation Requirements may elect to participate voluntarily in services while they are Suspended after:

- being contacted by their Trial Provider to discuss and agree to voluntarily participate while Suspended from employment services



- notifying Services Australia, who will either call their Trial Provider or book an Appointment for them
- contacting their Trial Provider directly to request services.

If a Participant who is Suspended from employment services elects to voluntarily participate in employment services, the Trial Provider must provide services to the Participant.

If a Participant who is fully meeting their Mutual Obligation Requirements participates voluntarily in employment services, Trial Providers must not remove the relevant compulsory Activities that Services Australia has included in their Job Plan. Additional Activities included in the Job Plan must be added as voluntary.

### Sufficient work test

The decision that a Participant is doing sufficient work would generally be restricted to cases where the person can fully meet their Mutual Obligation Requirements while still receiving some payment and a person can demonstrate a stable pattern of employment and earnings (e.g. permanent part-time work). If there is significant variation in hours worked and earning from fortnight to fortnight, whether a Participant's work fully meets their Mutual Obligation Requirements must be determined fortnightly.

Self-employment will satisfy the sufficient work test if the Participant is working at least their required number of hours and the taxable income provides the equivalent of the national minimum wage rate for the minimum required hours. If self-employment does not satisfy the sufficient work test, the Participant will generally be required to look for alternative work.



**Documentary Evidence:** Trial Providers must document a Participant's satisfactory participation in self-employment as per the [Activities – Documentary Evidence](#) section of this Guideline.

If a Participant's commitment to their business activities interferes with required Job Search, Activities or other requirements, the person will usually not be considered to be 'unemployed' for the purpose of qualifying for income support.

### Mutual Obligation Requirements for Early School Leavers

An Early School Leaver is a person who receives Youth Allowance (Other), is under 22 years of age and has not completed Year 12, the final year of secondary school or an equivalent Australian Qualifications Framework Certificate III level or above.

Until they turn 22 years of age or attain Year 12 or an equivalent qualification, Early School Leavers are generally required to participate in:

- full-time education or training with no Job Search, including Certificate I and II level courses
- a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week) and no Job
- other approved Activities for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), including the requirement to do up to 20 Job Searches per month.

Early School Leavers who are eligible for Youth Jobs PaTH Employability Skills Training and PaTH Internship Placements must still undertake Job Search. For further information on these programs, refer to [Youth Jobs PaTH Employability Skills Training \(EST\)](#) section of this Guideline.

Once an Early School Leaver has completed Year 12 or an equivalent qualification or turns 22 years of age, they will no longer be an Early School Leaver. They will be subject to the Mutual Obligation Requirements that apply to other Participants.

Note: Where an Early School Leaver with a Job Search is fully meeting their Mutual Obligation Requirements as outlined above, Trial Providers will use the reason “ESL undertaking appropriate activities”.

Note: Early School Leavers who are meeting their requirements by undertaking full-time education or training, or a combination of part-time education or training and part-time work for a total of 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week), must not have a Points Requirement. These Early School Leavers should not have the PA09 Points Based Requirement in their Job Plan.

### Verification of an Early School Leaver’s qualifications

Only Services Australia can verify a Year 12 or equivalent qualification to determine whether a young person is no longer an Early School Leaver. Services Australia will accept any of the following:

- a Year 12 certificate issued by a Senior Secondary Board of Studies
- an Australian Qualification Framework Certificate III
- a higher qualification issued by a Registered Training Organisation or higher educational institution
- a Certificate III or IV of General Education for Adults
- the International Baccalaureate
- other higher education pre-entry course.



**Documentary Evidence:** Trial Providers must fax an Early School Leaver’s qualifications to the Services Australia Business Hotline on 1300 786 102. Sight the original and send a copy of the completed qualification with the cover sheet at [Attachment B](#). If the original qualification has been lost or destroyed, a certified copy of the qualification or a letter from the education institution formally verifying attainment of the qualification will be accepted. If none of these can be obtained, a statutory declaration from the Early School Leaver will be accepted. The statutory declaration must include the name of the course, date completed, name of institution and institution contact details, and must be appropriately certified. Do not send verification requests to Services Australia if the education level is below Year 12.

If Services Australia does not accept the qualification, they will contact the Trial Provider. Trial Providers must contact the Early School Leaver to advise them of the reason the qualification was not verified.



**System step:** Where accepted by Services Australia, update the education level information in the Participant's JSCI to reflect the Early School Leaver's advised higher level of educational attainment.

### Mutual Obligation Requirements for pregnant Participants

Generally, Mutual Obligation Requirements for pregnant Participants will not change during the first two trimesters of pregnancy. However, Trial Providers must take into account the Participant's personal circumstances when setting their Mutual Obligation Requirements.

Pregnant Participants are exempt from Mutual Obligation Requirements from six weeks before the expected due date until six weeks following the birth of the child.

Pregnant Participants will not be required to undertake Job Search or Points requirements from three months before their due date, although they must continue to satisfy their Mutual Obligation Requirements by participating in other suitable activities, as required.

### Participants exempt from Mutual Obligation Requirements

If a Participant is temporarily unable to meet their Mutual Obligation Requirements, Services Australia may grant an Exemption from requirements for a specified period. This recognises the different family and personal situations that Participants face and can prevent them from participating in Mutual Obligation Requirements.

The types of Exemptions that may be applied include but are not limited to the following situations:

- temporary medical incapacity
- serious illness
- pre and postnatal
- caring for children with a disability or other special family circumstances
- domestic violence
- other special circumstances.

See a full description of exemptions in the [Guide to Social Security Law](#).

If a Trial Provider believes that the Participant does not have the capacity to meet their Mutual Obligation Requirements, or otherwise qualifies for an exemption, the Participant should be encouraged to contact Services Australia to test their eligibility for an Exemption. Participants will need to provide evidence to support their claim.

If applying for an Exemption due to a temporary medical condition, the Participant will need to submit appropriate evidence to Services Australia, for example an approved medical certificate.

Participants granted an Exemption will be Suspended from a Trial Provider's caseload for the period of the Exemption. Some Participants with longer-term Exemptions may be Exited from a Trial Provider's caseload. However, Participants may voluntarily choose to continue participating with employment services.

Note: Some Participants considering an application for a Disability Support Pension may need to demonstrate that they have actively participated in a Program of Support to be eligible for Disability Support Pension. You should advise these Participants that periods of exemption will not be counted as participation in a Program of Support.

### Participants subject to domestic violence

If there is any indication of domestic violence (including family violence) then Trial Providers should refer the Participant to a Services Australia social worker. Trial Providers should also refer a Participant to one of the national or state-based organisations for advice and information about domestic violence.

Trial Providers notified of domestic violence (including family violence) as the reason for not meeting Mutual Obligation Requirements, must consider this in their assessment of whether or not the Participant had a Valid Reason.

If a Participant applies to Services Australia for an Exemption because they are subject to domestic violence (including family violence), Services Australia will make an assessment on whether an Exemption is granted and the appropriate length of the Exemption from their Mutual Obligation Requirements.

### Suitable Activities to meet Mutual Obligation Requirements

Consider the Participant's Enhanced Services Tier and individual circumstances when setting Mutual Obligation Requirements.

Where appropriate, the Trial Provider may include approved Activities or other requirements chosen by the Participant in their Job Plan. Depending on a Participant's interest and circumstances, there are a range of Activities a Participant may undertake to meet their Mutual Obligation Requirements (some of which are described below).

Where a Participant has a Points Requirement, Activities included in their Job Plan will automatically adjust their Points Target. Refer to the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for further information.

Further information on approved Activities for Enhanced Services Participants is available in the [New Employment Services Trial \(NEST\) Activity Management Guideline](#).

### Approved Programs of Work

All Participants in an Approved Program of Work (whether they are receiving a full or part rate of Income Support Payment) are eligible for the Approved Program of Work Supplement of \$20.80 a fortnight (Social Security Law).

Approved Programs of Work for Participants include:

- the National Work Experience Programme (NWEPP) – the NWEPP can only be included as a voluntary not compulsory Activity in the Job Plan (Participants aged 17 years and over can take part in NWEPP)
- Work for the Dole - Only Participants 18 years of age and older can take part in Work for the Dole

Work for the Dole cannot be included as a compulsory Activity (i.e. can only be included as voluntary) in the Job Plan if:

- the Participant is receiving less than the full rate of JobSeeker Payment, Youth Allowance (other), or Parenting Payment Single, where the rate is reduced due to the income test (combined income of the Participant and, if applicable, their partner or parents)
- for Special Benefit - Nominated Visa Holders, the person or, if applicable, their partner has income
- the Activity is more than 50 hours per fortnight, or
- the Participant is 60 years of age and over.

In all other circumstances, except for Participants under 18 years of age, Work for the Dole can be included as a compulsory Activity in the Participant's Job Plan.

### Work for the Dole

Only Participants 18 years of age and older can take part in Work for the Dole.

Work for the Dole may be included as a voluntary Activity in the Participant's Job Plan in the above circumstances.

Trial Providers should regularly review if the Participant is receiving a full rate of income support or a reduced rate due to the income test. Trial Providers can view a Participant's previous four fortnight's Income Support Payment rate on the Department's IT Systems Notification screen. If a Participant returns to the full rate of income support, the Trial Provider can update the Participant's Job Plan to include Work for the Dole as a compulsory Activity.



**Documentary Evidence:** Trial Providers may also consider requesting Documentary Evidence from a Participant to determine if that Participant is declaring income to Services Australia or is on a reduced rate of income support for other reasons.

If the Participant fails to actively participate in the voluntary Work for the Dole Activity, the Trial Provider should consider reviewing the Participant's personal circumstances and update their Job Plan accordingly. If the Participant is removed from the voluntary Work for the Dole Activity, their fortnightly Approved Program of Work supplement will cease.

### National Work Experience Programme (NWEPP)

The National Work Experience Programme provides voluntary short-term placements for Participants 17 years of age or over, regardless of whether the Participant is receiving full or part rate of Income Support Payment. The National Work Experience Programme should only be recorded in a Job Plan as a voluntary requirement and is only available to job seekers with Mutual Obligation Requirements.

### Work Experience (Other) Placements

Work Experience (Other) Placements provide voluntary, short-term, observational-only unpaid work experience placements for Participants 15 years of age or over, regardless of whether the Participant is receiving an Income Support Payment.

Participation in this Activity can contribute towards a Participant's Mutual Obligation Requirement.

### Youth Jobs PaTH Employability Skills Training (EST)

A Participant is EST Eligible if they are between 15 and 24 years of age, receiving income support and have Mutual Obligation Requirements. Trial Providers can refer eligible Participants to an EST Course from day one in employment services.

EST Courses consist of 75 hours of training, delivered at 25 hours per week over three weeks for Participants with full time Mutual Obligation Requirements and 15 hours per week over five weeks for Participants with part-time Mutual Obligation Requirements. The [New Employment Services Trial \(NEST\) Activity Management Guideline](#) provides additional details on EST courses and content.

Trial Providers should refer eligible Participants to EST where they consider that they need to improve their employability skills and EST would be the best activity to help them achieve this.

Participants with part-time Mutual Obligation Requirements such as Principal Carer Parents or others with a Partial Capacity to Work may volunteer to undertake more than 15 hours per week of EST. The additional hours will need to be recorded separately in the Job Plan as a voluntary Activity. These Participants are encouraged to participate for the duration of the Course but cannot be compelled to undertake additional hours. If the Participant is unable to meet the Course hours, the Trial Provider should consider a more suitable Activity.

### PaTH Internship Placements

Young Participants 17–24 years of age, with Mutual Obligation Requirements, can participate in a PaTH Internship.

Eligible young Participants must:

- have participated in either block one, or block two Employability Skills Training: or
- have been continuously serviced in employment services by the Department, a Trial Provider, Transition to Work provider or Disability Employment Services provider for at least six months; or
- be in Enhanced Services, Transition to Work or Disability Employment Services.

Early School Leavers can participate in a PaTH Internship. PaTH Internship placements are to be included in the Job Plan as a voluntary item. However, if the Participant fails to participate, then the Trial Provider will need to place them in an alternative compulsory Activity.

See the [New Employment Services Trial \(NEST\) Managing PaTH Internships Guidelines](#) for further information.

### Career Transition Assistance (CTA)

All Participants aged 45 years and over, are eligible to participate in CTA. CTA provides opportunities for mature-age people to identify and articulate transferable skills, increase their job readiness and better target their job search to local industries and available jobs, and develop basic functional IT skills.

Participation in CTA is 75 hours over an eight-week period. Where a Participant with part-time Mutual Obligation Requirements is referred to CTA, the Trial Provider should select and modify the schedule in the Participant's Electronic Calendar as necessary to meet the Participant's needs.

Participation in CTA is voluntary, and CTA can only be added to a Participant's Job Plan as a voluntary Activity. CTA may be added to a Participant's Job Plan as a four month activity, as required.

CTA Providers will advise the Participant's Trial Provider if the Participant stops attending CTA. If the Participant is exited from CTA, the Trial Provider must work with the Participant to renegotiate their Job Plan.

At the conclusion of CTA, the CTA Provider will arrange a Warm Handover Meeting with the Participant's Trial Provider. As part of this meeting, Participants will be offered two future contacts with the CTA Provider to occur within 12 weeks of the completion of CTA. The CTA Provider will be required to specify the details of these contacts. Trial Providers should use these details to book third party engagement appointments for the Participant and issue formal Notification of the appointment/s.

### Launch into Work

Participation in Launch into Work program pre-employment projects may be included as a voluntary Activity in the Participant's Job Plan. Trial Providers should record this Activity in the Job Plan using the free text code. Trial Providers should include the relevant activity details, such as host information and dates and hours of participation.

### Local Jobs Program

Participation in a Local Jobs Program (LJP) Activity is voluntary, and providers should report participation in an LJP Activity as a voluntary activity in the Participant's Job Plan. See the [Local Jobs Program Guideline](#) for further information.

### Study and Training

As part of servicing and setting Mutual Obligation Requirements, Trial Providers should:

- encourage Participants to build on their existing skill sets and help them to access appropriate and targeted skills and training opportunities; and
- become familiar with, and promote, flexible study and training including courses subsidised by State and Territory governments, including the JobTrainer Fund,
- ensure the training is appropriate for the Participant and that the courses are under 12 months duration and in areas of high skill demand (see below).

For Trial Providers deciding to fund an education or training course, see the [New Employment Services Trial \(NEST\) Using the Employment Fund General Account Guideline](#).

When undertaking full-time study, participants should generally be placed on a student allowance. Trial Providers should refer full time students to Services Australia for an Income Support Payment eligibility check.

In some circumstances Principal Carer Parents receiving the Pensioner Education Supplement (PES) may continue to receive Income Support Payments to complete their full-time study.

Participants undertaking an approved full-time short course may still be required to undertake Job Search or meet a Points Requirement and accept suitable work.

#### What is an approved course of study or training

Participants can study in a course of high skill demand where the course is no more than 12 months in duration.

Courses considered in demand include:

- subsidised courses in the Vocational Education and Training system, including additional courses made available through the JobTrainer Fund or listed on [www.myskills.gov.au](http://www.myskills.gov.au) as 'subsidies' in the relevant State or Territory,
- Higher Education short courses listed on [www.courseseecker.edu.au/courses](http://www.courseseecker.edu.au/courses), and
- courses approved by Providers as outlined below.

#### Additional Provider approved in-demand courses

Trial Providers can also approve a Participant's participation in study or training under the following provisions:

- completing the course is likely to lead to an employment outcome for the Participant, or
- there is little chance of the Participant finding employment with their existing skills, or
- the course will lead to qualifications in an area of identified skill needs.

#### Approval of study and Training

Trial Providers must approve study and courses. An approved course must be included as a compulsory Activity in the Participant's Job Plan.

If a Trial Provider approves a course and includes it in the Participant's Job Plan then the Participant must generally still attend Appointments with their Trial Provider, look for work and accept suitable work as long as it does not conflict with the scheduled time of the course. Job Search Requirements can be reduced to reflect the Participant's study load (see below section on Jobsearch). Points Requirements can also be tailored to reflect the Participant's study load (refer to the [New Employment Services Trial Points Based Activation System Guideline](#) for more information.

Participants who are working part time while studying are taken to be fully meeting their Mutual Obligation Requirements when their combined work and study hours reach 70 per fortnight.

A Principal Carer Parent or Participant with a Partial Capacity to Work of 15 - 29 hours per week undertaking an approved study or training for at least 30 hours per fortnight is considered to be fully meeting their part-time Mutual Obligation Requirements. These recipients are managed by Services Australia and will be Suspended from the Trial Provider's caseload.



### Non-approved study or training

Participants can undertake other education or training under their own initiative at any time but, if the Activity is not approved (as outlined above) and included as a compulsory item in their Job Plan, this will not be counted towards meeting their Mutual Obligation Requirements.

People undertaking a full time course that is longer than 12 months in duration should generally be placed on a student allowance. Trial Providers should refer full time students to Services Australia for an Income Support Payment eligibility check.

Except in specific circumstances, Trial Providers cannot approve full-time courses of 12 months (two semesters) or longer in duration, or Masters or Doctorate courses.

**Note:** Exceptions include:

- Participants in receipt of Special Benefit (NVH) who have not attained a Year 12 or equivalent qualification, may undertake full time study in a school institution up to Year 12. These Participants will still be required to attend Trial Provider Appointments and undertake up to 20 Job Searches per month, or meet their Points Target if they have a Points Requirement.
- the Participant is a single Principal Carer Parent on JobSeeker Payment, has been granted PES for an academic course or course longer than 12 months. Where an eligible course for which PES is granted is being undertaken full-time or for at least 30 hours per fortnight, this will fully meet Mutual Obligation Requirements, and the single Principal Carer Parent will not be required to undertake additional activities, including Job Search. Trial Providers can include this as approved study in the Participant's Job Plan, or
- the Participant is in receipt of Parenting Payment Single (this study would usually be approved by Services Australia), or
- the Participant is a Parenting Payment recipient who transferred to JobSeeker Payment or Youth Allowance (other), or, in some limited instances where a Participant was granted the Disability Support Pension, and then transferred to JobSeeker Payment or Youth Allowance (other). They are able to continue their studies in the same course they commenced while receiving the previous Income Support Payment type (this would usually be approved by Services Australia) for which they receive PES.
- Services Australia has approved participation in a full-time course for Participants prior to entering employment services if the Participant has been identified as requiring training under the Skills for Education and Employment (SEE) or Adult Migrant English Program (AMEP).
- Services Australia can also approve participation in a full-time course for any Participant prior to entering employment services or another relevant Trial Provider's program if:
  - the Participant has an offer of employment, confirmed by a letter from the potential Employer, contingent upon their completing the course
  - the course has a clear vocational application, and
  - the Participant is prepared to meet any additional expenses involved.

### Breaks in Activities

If a Participant has a break in an Activity which is required to satisfy their Mutual Obligation Requirements, the Trial Provider must update the Participant's Job Plan with other requirements to meet their Mutual Obligation Requirements.

There is no need to adjust a Participant's requirements if they have a break of less than or equal to four weeks that is outside their control. If the break is greater than four weeks then the Participant must consider doing other requirements for the period of the break. The Job Plan must be updated to include the new requirements.

## 5. Job Search Requirement

Note: Participants with a Points Requirement (PA09 in their Job Plan) do not have a Job Search Requirement (JS09 in their Job Plan).

**This section is relevant only to Participants with a JS09 Job Search Requirement included in their Job Plan.**

For information on setting a Points Target for Participants with a Points Based Requirement see the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#).

The Job Search Requirement is determined by Trial Providers based on a Participant's circumstances and local labour market conditions. Participants with Mutual Obligation Requirements are encouraged to undertake up to 20 Job Search Requirements per month depending on their individual circumstances and capacity. Participants cannot be required to do more than 20 Job Searches per month. Where appropriate to the Participant's circumstances, the Trial Provider should reduce the monthly Job Search requirement, see the sections below titled [Reducing Job Search Requirement](#) and [Participants who do not have Job Search Requirements](#). Trial Providers must record a tailored and appropriate number of Job Searches in a Participant's Job Plan.

As a guide, the number of Job Searches generally expected of Participants (including Principal Carer Parents and those with a Partial Capacity to work of 15 to 29 hours per week) is:

- for Enhanced Services Participants (Tier 1) Participants – up to 20 Job Searches per month
- for Enhanced Services Participants (Tier 2) – up to 10 Job Searches per month depending on capacity.
- for Participants aged 60 years and over (regardless of whether in Enhanced Services Tier 1 or Tier 2) – up to 10 Job Searches per month depending on capacity.

If applicable, Trial Providers can use the JS05 or JS06 (Job Search with Disability) codes. These codes will trigger a higher rate of Mobility Allowance for eligible Participants.

(Deed reference: Clause 97)

## Recording Job Search Requirement in the Job Plan

When setting compulsory Job Searches, Trial Providers must use the JS09 code. The Department is actively monitoring Job Plans and would expect that:

- for Enhanced Services Participants (Tier 1) Participants, a majority of Job Plans would contain JS09
- for Enhanced Services Participants (Tier 2), most Job Plans should contain JS09. In some Exceptional Circumstances, Job Searches may not be required for a limited period while non-vocational issues are actively being addressed.

## Job Search Effort

The number and quality of Job Searches undertaken need to be monitored. Participants can report their Job Search efforts with the Job Seeker App or on the jobactive website.

Participants should be given instructions on how to upload and record their Job Search efforts and related details, even if they indicate they will report their Job Search efforts directly to their Trial Provider.

If the Participant reports efforts directly to their Trial Provider by email or filling out a Job Search record and giving it directly, the Trial Provider must record the number of efforts submitted to them by no later than close of business on that day.

Trial Providers need to:

- review and confirm the quality of efforts submitted online or directly by no later than five Business Days after the end of each Job Search Period
- review the quality of job search efforts
- ensure that the Participant is aware at all times of:
  - their current Job Search Requirement
  - when their Job Searches must be reported by
  - how to report their Job Search efforts using the jobactive website or Job Seeker App, or directly to the Trial Provider.

Please refer to the [Task Cards on the Learning Centre](#) at <https://learningcentre.employment.gov.au/> for information on recording results for Job Search.

(Deed reference: Clause 97)

## Quality monitoring assessments of Job Search effort

The Trial Provider will be required to conduct quality monitoring assessments of Job Search efforts to ensure Participants are completing quality Job Search. The Trial Provider must assess whether the Job Search efforts submitted by a Participant is adequate, including consideration of whether the jobs applied for were:

- at a variety of levels of seniority or remuneration suitable for the Participant
- in a variety of fields and occupations the Participant is suitably qualified or has experience, if that work is suitable for the Participant; unless the Participant is studying or participating in training and the Trial Provider agrees the Participant can focus on Job Search relevant to their field of study if it will increase the likelihood of the Participant finding sustainable employment, and

- whether the Participant is using a variety of methods to contact potential employers.

If the Trial Provider records that a Participant has failed to satisfactorily meet their Job Search Requirement, their payment may be suspended and they will accrue a Demerit.

The Trial Provider must formally notify Participants of their Reengagement Requirement in order to have their Income Support Payment restored.

Please see the [New Employment Services Trial \(NEST\) Targeted Compliance Framework: Mutual Obligation Failures Guideline](#) for detailed information on recording compliance and reengaging the Participant.

### Reducing Job Search Requirement

The Trial Provider may reduce the number of Job Searches a Participant is required to undertake in prescribed circumstances. These include:

- participation in approved study or training
- physical, intellectual or psychiatric impairment, i.e. significant non-vocational barriers (where this reasonably impedes Job Search)
- treatment for drug and alcohol dependency (in exceptional circumstances it may be reasonable not to have any Job Search Requirement)
- substantially elevated level of family and caring responsibilities (where this is reasonably likely to impede Job Search)
- accommodation situation (where this is likely to impede Job Search, for example homelessness)
- education or skill level (where this is likely to substantially limit job opportunities)
- current employment status (part-time or casual work), i.e. significant hours of paid work (not full-time)
- domestic violence, including family violence or family relationship breakdown (Services Australia may grant an Exemption from Mutual Obligation Requirements in these circumstances)
- low level of English language skills (where the Participant is undertaking a course to improve these skills)
- cultural factors
- the state of the labour market (very limited) and the transport options available to the person in accessing that market (for example, taking into account travel time).

For example, a Participant either living in a metropolitan area or within 90 minutes travel time to metropolitan area may be expected to have 20 Job Searches per month. In a regional area with limited vacancies and where the travel time to more positive labour markets is more than 90 minutes, it might be appropriate that a Participant has a lower Job Search Requirement, for example, 15 Job Searches per month.

Early School Leavers who are meeting their Mutual Obligation Requirements through approved Activities other than just paid work and study for 25 hours per week (15 hours for Principal Carer Parents and those with a Partial Capacity to Work

of 15 to 29 hours per week) must have up to 20 Job Searches per month in their Job Plan.

### Job Search Requirements for those in approved study and training

Participants studying an approved course can have their studies counted towards reducing Mutual Obligation Requirements, including:

- Trial Providers can reduce and tailor a Participant's requirements by taking into account their study/training
- Participants who are working and studying/training for at least 70 hours per fortnight will have no Job Search Requirements, but will stay connected to a Trial Provider.

Participants are still required to accept any suitable work that does not conflict with scheduled course times and Trial Providers should consider what is an appropriate level of Job Search which will not interfere with Participants' ability to undertake their approved study/training.

Where studying an area of identified skill needs in a demand area which would be likely to improve a Participant's employability, Participants may initially restrict their Job Search to that skill area. For example, Participants studying an aged care related qualification should be allowed to initially restrict their Job Search to that field. However, Trial Providers have discretion to require Participants to diversify their Job Search, particularly where previous searches in that area have been unsuccessful or there is little immediate likelihood of finding work in the area studied.

Participants who combine declared paid work and approved study/training for at least 70 hours per fortnight are not required to look for additional work or participate in other Activities. However, they should remain connected to the Trial Provider and may be referred to suitable work opportunities that do not conflict with their study or work.

Note: for Participants with a Points Requirement, refer to the [New Employment Services Trial \(NEST\) Points Based Activation System Guidelines](#).

### Reducing Job Search Requirement for those in paid work

Depending on each Participant's circumstances, they will need to work an average of at least 15 or 20 hours of paid work each week to reduce their Job Search Requirement for the current Job Search reporting period. There are some rules about making a declaration. These are:

- Paid work can be part time, casual or self-employment.
- The work must be paid at or above minimum award wage.
- A Participant must report their income and hours to Centrelink.
- A Participant must still meet their Job Search Requirement as displayed on their dashboard.
- Participants must make a new declaration for each Job Search reporting period.

### Reducing Job Search requirements while studying Language, Literacy and Numeracy courses

If a Trial Provider identifies that a Participant needs to improve their Language, Literacy and Numeracy skills, the number of required Job Searches may be significantly reduced (but not reduced to zero) while the Participant is actively participating in an accredited Language Literacy and Numeracy course such as SEE. The Trial Provider must ensure that the Participant's circumstances and ability have been assessed and that the Job Search requirement recorded in their Job Plan is appropriate while participating in an Activity.

### Full-time Mutual Obligation Requirements

For Participants with full-time Mutual Obligation Requirements:

- if undertaking at least 40 hours of declared paid work (including self-employment) per fortnight then the number of Job Searches should be halved. If the Participant is doing a significant number of hours of paid work per week and receiving only a residual amount of income support, the number of Job Searches may be reduced further.
- if undertaking at least 70 hours of declared paid work (including self-employment) per fortnight then the Participant should have no Job Search requirement.

### Part-time Mutual Obligation Requirements

For Participants with Part-time Mutual Obligation Requirements (Principal Carer Parents and those with a Partial Capacity to Work of 15 to 29 hours per week):

- if undertaking 11 to 29 hours of declared paid work (including self-employment) per fortnight, the number of Job Searches should be halved
- if undertaking 30 hours or more of declared paid work (including self-employment) per fortnight, the Participant should have no Job Search requirement.

### Job Search for Enhanced Services Participants (Tier 2) and Participants 60 years of age and over

When setting an appropriate number of Job Searches, in addition to other considerations, the Trial Provider may also consider:

- other non-vocational issues or vocational issues that are being, or have been addressed
- if the Participant has undertaken re-skilling or re-training
- for Enhanced Services Participants (Tier 2), it might be appropriate in some Exceptional Circumstances to have no Job Searches for a period while non-vocational issues are actively being addressed.

For Enhanced Services Participants (Tier 2), the number of Job Searches required is expected to increase over time as they overcome or sufficiently manage personal or non-vocational issues.

## Participants who do not have Job Search Requirements

The following Participants are not required to undertake Job Search **while they are fully meeting** their Mutual Obligation Requirement

- Principal Carer Parents undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants with a Partial Capacity to Work of 15 to 29 hours per week undertaking 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants 55 years of age and over undertaking an approved combination of 30 hours of paid work, approved study or voluntary work or a combination of these
- Participants who combine paid work (including self-employment) and approved study/training for at least 70 hours per fortnight are not required to look for additional work or participate in other activities.
- Participants undertaking drug and alcohol rehabilitation in a Residential Program
- Refugee Participants undertaking activities to help adjust to life in Australia and to increase chances of finding work.

The following Participants will not be required to undertake Job Search while they are meeting their Mutual Obligation Requirements:

- Pregnant Participants from three months before their due date.
- NEIS Participants and Prospective Participants while participating in NEIS Training.
- NEIS Participants in receipt of Parenting Payment (Single) or the Disability Support Pension who remain on their current payment while participating in NEIS Assistance and actively working on their small business.
- Early School Leavers who are meeting their Mutual Obligation Requirements through full-time education or a combination of part-time study and part-time work of 25 hours per week (15 hours for those with part-time Mutual Obligation Requirements).
- Participants participating in a total of 70 hours a fortnight of combined declared paid work (including self-employment) and approved study or training (see above).
- Enhanced Services Participants (Tier 2) with significant non-vocational barriers in exceptional circumstances.

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## 6. Suitable work

Participants must actively look for work and be prepared to accept any offer of suitable work in a variety of fields. Any work can be considered suitable provided it meets certain safeguards set out in Social Security Law, such as minimum statutory conditions and related health and safety considerations.

‘Suitable work’ includes any work that a Participant is capable of doing, not just work the Participant prefers to do or is specifically qualified for. This can include casual or permanent, and part-time or full time work depending on the Participant’s assessed capacity. Participants are required to accept suitable work that may not be their first preference while they continue to look for work that better matches their qualifications, expertise and interest.

Work is unsuitable if it:

- involves skills, experience or qualifications that the person does not have and appropriate training will not be provided by the employer
- is above the Participant's assessed work capacity within the next two years with intervention
- may aggravate a pre-existing illness, disability or injury and medical evidence has been provided
- involves health or safety risks and would contravene an occupational health and safety law
- has terms and conditions which are less generous than the applicable statutory conditions
- involves commuting from home to work that would be unreasonably difficult (more than 60 minutes one way for Principal Carer Parents and those with Partial Capacity to Work and more than 90 minutes one way for other Participants)
- involves enlistment in the Defence Force or the Reserve Forces
- requires the person to change residence; or
- is unsuitable on moral, cultural or religious grounds.

### Unsuitable work for Principal Carer Parents

In addition to the above 'unsuitable work', Principal Carer Parents cannot be required to accept employment of more than 25 hours a week. Additionally, Trial Providers should consider whether:

- the Principal Carer Parent has access to appropriate care and supervision for their child/children during the times when they would be required to work
- the location of either the workplace or the child care facility would make the total travel time to and from work unreasonable
- the Principal Carer Parent will be at least \$50.00 a fortnight financially better off as result of working.

If a job offer to the Principal Carer Parent involves employment outside school hours or in school holidays, a job is generally considered suitable if there is appropriate care and supervision for a child during the hours of work (including the travel to and from work). Suitable care and supervision means:

- childcare provided by an approved childcare service (within the meaning of the Family Assistance Administration Act 1999)
- any other care or supervision arrangements that the parent deems suitable.

### Unsuitable work for Participants with a Partial Capacity to Work

In addition to the list above of 'unsuitable work', work is unsuitable for Participants with a Partial Capacity to Work if:

- it does not provide appropriate support or facilities to take account of the illness, disability or injury
- the total cost of participating in employment means that the Participant would be financially worse off as a result of undertaking the work. Examples include personal care requirements incurred by the Participant to get ready for work or while on the job; disability aids required for participation in the job that are not



covered by the Employer and the cost of travel to and from the job by the Participant's means of transport.

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## 7. Recording Attendance

### Personal Responsibility to record attendance code PA03

If a Trial Provider assesses that a Participant is capable of taking personal responsibility for recording or reporting their own attendance at Activities, the Participant will be required to record or report their attendance at:

- Activities
- Third Party Appointments and
- Job Interviews.

The Personal Responsibility Job Plan code PA03 is included in every Participant's Job Plan by default.

### Assessing a Participant's capability to record attendance

To assess the Participant's capability to record their own attendance, Trial Providers need to consider if the Participant has:

- daily, reliable access to technology that would allow them to record their attendance, such as a computer or smartphone, or the means to contact their Trial Provider to report their attendance; and
- the ability to record or report their own attendance, understanding:
  - what requirements they need to record attendance for
  - how to record their own attendance
  - that they must record or report attendance by close of business on the day of the requirement
  - what to do and who to contact if they cannot record their own attendance on a given day
  - the consequences of not recording or reporting their own attendance if they are required to do so.

(Deed references: Clauses 125 and 126)

If the Trial Provider has assessed that a Participant is capable of self-reporting their participation, the Trial Providers must confirm that the Participant understands that:

- The Participant must record their participation against each relevant requirement scheduled in their Electronic Calendar themselves—either on the jobactive website or by using the Job Seeker App
- If the Participant does not do this, their Income Support Payment may be suspended until they contact their Trial Provider to discuss and until they meet a Reengagement Requirement.

If the Trial Provider assesses the Participant as not capable of recording their own attendance, the Trial Provider must remove the PA03 code from the Participant's Job Plan. In this case, the Trial Provider is responsible for recording the Participant's

participation at each of their requirements by close of business on the day of the requirement.

Note: Participants with a Points Requirement must be able to record their own attendance at any Activities included in the Job Plan in order to self-service and report online. The personal responsibility code – PA03 – must be included for these Participants. See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for further information.

(Deed reference: Clause 126)

### Participant is capable of recording their own attendance

If the Participant has both the means and the ability to record and report their own attendance keep the personal responsibility code (PA03) in the Job Plan.

Monitor the Participant's capability to record their own attendance to ensure that the Participant is reporting their attendance accurately. If a Trial Provider knows that a Participant has not accurately recorded their attendance, they can override the result entered by the Participant.

If the Participant contacts the Trial Provider and asks them to record attendance on their behalf, the Trial Provider will assess whether the Participant did attend and, if so, record the Participant's attendance.

(Deed references: Clauses 125 and 126)

### Participant is not capable of recording their attendance

If the Participant is not capable of recording their own attendance, the Trial Provider will need to remove the PA03 code when finalising the Participant's Job Plan.

Trial Providers are encouraged to keep working with Participants to build capacity for reporting their own attendance at requirements.

If a Participant can't record their attendance because they live in an area with unreliable connectivity or other similar reasons, the Trial Provider needs to instruct the Participant to report their attendance by contacting their Trial Provider and they will record attendance on the Participant's behalf.

If a Participant with a Points Requirement is not capable of recording their own attendance, the Trial Provider must support the Participant to manage PBAS, including reporting Job Search related tasks. See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for more information on the PBAS Job Plan.

(Deed references: Clauses 125 and 126)

### Providing evidence of attendance for an Activity

For some Activities, the Participant will need to provide evidence when they are recording their own attendance.

Evidence for attendance will be a QR code or passcode (code) generated by the Department's IT Systems. The Participant will scan the code through their device

while at the Activity to record their attendance via the Job Seeker App or by recording a passcode via the Job Seeker App or on the jobactive website.

If the duration of the Activity is four hours or more, two codes will be generated: one for the Participant's arrival at the Activity and one for the end of Activity. The code for the end of Activity should not be made available to the Participant until close to the finish time.

When creating an Activity that requires evidence of attendance, the Trial Provider must ensure that they record the contact details of the relevant person/s who will provide the code to Participants, such as an Activity Supervisor. The person providing the code to Participants needs to be given the code before the Activity session commences. Trial Providers should also ensure that the person providing the second code knows not to make the code available to the Participant until the second, four-hour block commences.

However, there will be instances where there isn't a supervisor or contact for activities, such as education and training. This is because it would be unreasonable, or not expected due to the relationship and past experience, for evidenced-based recording or to report non-attendance directly to the Trial Provider. In these situations, Participants will record their attendance by acknowledging via a statement on the Job Seeker App or jobactive website that they have attended and the information they are providing is true and correct. No further evidence is required, therefore satisfying Documentary Evidence requirements. Trial Providers will be able to override the Participant's attendance result if they become aware that Participants have failed to attend or left early at education/training activities.

(Deed references: Clauses 94 and 126)

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## 8. Scheduling Mutual Obligation Requirements in the Electronic Calendar

The Trial Provider is required to record details of, and schedule each requirement in the Electronic Calendar, including:

- Provider Appointments
- Activities
- Job Interviews
- Education and Training
- Drug and alcohol rehabilitation
- Third Party Appointments
- Workshops, training and other activities delivered by the Trial Provider.
- Employment, if the hours are regular and can reasonably be scheduled by the Trial Provider or Participant (using the Personal Events functionality).

When scheduling requirements the Trial Provider should consider whether the Participant could reasonably be expected to meet the scheduled requirement and their other Mutual Obligation Requirements based on their circumstances and level of capability.

To schedule a requirement in the Electronic Calendar, the Job Plan code that corresponds to that requirement must have been included in the Participant's current, agreed Job Plan.

For example: if the Participant's Job Plan does not include the code for Compulsory participation in Work for the Dole (Code WE12), the Department's IT Systems will not allow a Trial Provider to schedule Compulsory Work for the Dole in the Participant's Electronic Calendar.

(Deed reference: Clause 94)

## Scheduling Requirements

The Trial Provider must ensure that the requirements a Participant must attend are scheduled in the Electronic Calendar. Each day of each requirement scheduled in the Electronic Calendar must be populated with:

- the name or description of the requirement
- the start time
- break times, where relevant
- the end time
- the location of the requirement, including any special instructions to locate a venue (e.g. located on battle-axe block) and
- the name of any third party provider or training organisation

When the Trial Provider schedules the requirement in the Calendar and formally notifies the Participant, the requirement will then appear in the Participant's Electronic Calendar.

(Deed reference: Clause 94)

## Scheduling a Provider Appointment

Trial Providers need to ensure that the Electronic Calendar has the capacity to receive an Appointment within the next two business days. When booking a Provider Appointment for a Participant, Trial Providers need to select the correct appointment type, schedule the appointment in the Electronic Calendar and formally notify the Participant. If a Participant has an Appointment with their Trial Provider, the Trial Provider must deliver a Contact on the date and time of the Appointment as recorded in the Participant's Electronic Calendar.

There are four types of appointments; Initial; Contact; Reengagement and Capability Interview appointment.

Please refer to the [Job Aids at the Learning Centre](#) or information on recording results at Provider Appointments.

## Trial Providers must have Electronic Diary timeslots available

Trial Providers must have capacity to receive Appointments in their Electronic Diary within the next two Business Days to receive Referrals.

(Deed references: Clauses 93 and 94)

## Location of Appointments

Appointments must be conducted at the Provider's premises or another agreed suitable location. Appointments must be held at locations that are accessible, appropriate and safe for Participants, children and Provider staff.

Providers must not conduct Appointments or other Contacts at a Participant's home in any circumstance.

(Deed references: Clauses 5.2, 95 and 96)

## Scheduling Activities

Detailed information on scheduling Activities see the [New Employment Services Trial \(NEST\) Activity Management Guideline](#).

(Deed references: Clauses 93 and 94)

## Third Party Appointments

All Third Party Appointments need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. If the Third Party Appointment forms part of a Participant's Mutual Obligation Requirement, the Trial Provider must ensure that the Participant understands how to meet their requirement and the consequences for failing to meet the Mutual Obligation Requirement.

(Deed reference: Clause 94)

## Scheduling Job Interviews

All Job Interviews need to be scheduled in the Calendar and the Participant must be formally notified of the requirement to attend. Participants who have PA03 in their Job Plan must record or report their attendance at Job Interviews.

When the Trial Provider becomes aware that a Participant has an upcoming job interview, the Trial Provider must schedule the job interview in the Participant's Electronic Calendar. This is required where the Trial Provider has the relevant information and details to schedule the interview and appropriate time to notify the Participant prior to the interview.

(Deed reference: Clause 94)

Note: This is not the case for Participants with a Points Requirement who have arranged the interview themselves. See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for more information.

## Scheduling drug or alcohol rehabilitation

If the Trial Provider identifies or becomes aware that the Participant's ongoing capability to meet their requirements or search for work is compromised by drug or alcohol dependency, the Trial Provider needs to discuss this with the Participant to identify rehabilitation options that would assist the Participant to overcome their dependence.

If the Participant chooses to undertake drug and alcohol rehabilitation or is already when they enter employment services or transfer between Trial Providers, schedule

it in the Calendar and formally notify the Participant. The Trial Provider should add the activity to Participant's Job Plan using the NV07—Drug and Alcohol Rehabilitation code as appropriate.

(Deed reference: Clause 94)

### Scheduling Education and Training

Trial Providers are responsible for identifying any appropriate study and training opportunities that will assist the Participant to gain skills or qualifications that will assist them to find work. Where practical, the Trial Provider must ensure all study and training is scheduled in the Electronic Calendar.

(Deed reference: Clause 94)

### Scheduling hours of employment where reasonable to do so

If the Participant is employed for regular hours, the Participant's hours of employment must be scheduled in the Calendar when it is reasonable to do so by using the Personal Events functionality. Personal Events are not subject to compliance.

The Trial Provider should encourage the Participant to take personal responsibility by creating Personal Events for their own hours of employment, and they should either provide assistance to the Participant to do so or tell them where they can find assistance to help them with this. If the Participant does not schedule their own regular hours of employment by creating Personal Events, the Trial Provider must do so on their behalf.

(Deed reference: Clause 94)

### Participant may create Personal Events

Participants may create their own Personal Events in their Calendar between 6am and 9pm. Participants may only create Personal Events where a Mutual Obligation Requirement is not already scheduled at that time.

The Trial Provider is able to create Personal Events on behalf of the Participant to assist the Participant in having full visibility of their schedule and their commitments. Trial Providers must create Personal Events on behalf of the Participant for regular hours of paid work if the Participant does not do so. Trial Providers must advise the Participant that even though they have created a Personal Event, Mutual Obligation Requirements may still be scheduled.

(Deed reference: Clause 94)

### Confirmed Participant Personal Events

Trial Providers are responsible for confirming Participant Personal Events and are encouraged to review and consider Personal Events created by the Participant. Trial Providers should use their judgement and knowledge of the individual Participant to decide whether the Participant's Personal Event is appropriate prior to confirming it. When deciding to confirm a Personal Event, the Trial Provider should also consider the nature of the Personal Event and the Participant's personal situation. A Personal Event is considered to be Prior Notice of a Participant being unable to attend a

requirement at that time. By confirming the event, the system will not allow a conflicting requirement to then be set.

If the Trial Provider confirms a Personal Event that should not have been confirmed, they cannot 'un-confirm' the event. The Trial Provider must cancel the Personal Event, after discussing the reasons why the Personal Event was cancelled in the Calendar, which will notify the Participant via an inbox message.

### Unconfirmed Participant Personal Events

If a Trial Provider considers that a Personal Event entered by a Participant is not appropriate, the Trial Provider can choose to leave it unconfirmed. If a Personal Event is not confirmed, the Trial Provider can override the unconfirmed Personal Event and schedule a requirement at that time. The Trial Provider must record the reason in the Department's IT Systems and must formally notify the Participant of the requirement and ensuring they can make other arrangements for the Personal Event that they had created.

(Deed reference: Clause 94)

### Scheduling a requirement over a confirmed Participant Personal Event

If the Trial Provider needs to schedule a requirement for the same time as a Participant's confirmed Personal Event, the Trial Provider will need to discuss this with the Participant. After confirming with the Participant that they are available to attend the requirement at the scheduled time, the Trial Provider is required to record the reason in the Department's IT Systems and formally notify the Participant of their requirement. Trial Providers need to manage the conflicting requirement in the Calendar and record the reason you are scheduling the requirement at this day/time in the Department's IT Systems.

(Deed reference: Clause 94)

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## 9. Issuing Formal Notification to the Participant

Except for any paid work the Participant is undertaking, the Trial Provider is required to formally notify the Participant of every compulsory requirement that is scheduled in their Calendar. The Trial Provider must explain how to meet each requirement, as well as the consequences of not doing so.

When the Trial Provider schedules requirements in the Calendar, the Department's IT Systems will automatically create and record the selected Notification type to be issued. If a Participant's requirements are re-scheduled Trial Providers must formally notify the Participant of the new requirement.

Formal Notification always includes:

- the reason for the appointment, if the requirement is an appointment
- whether the requirement is for the purpose of Reengagement
- the date and start time of the requirement
- the location or address of the requirement
- if the Participant is required to record their own attendance, and if so, the consequences of not doing so

- whether the Participant will require evidence to record their own attendance
- whether the requirement is compulsory or voluntary
- that the Participant must contact their Trial Provider beforehand if they have an Acceptable Reason preventing them from being able to attend or complete the requirement
- the possible consequences for the Participant if they do not meet their requirement
- a statement that the formal Notification is a notice under Social Security Law
- that the Participant must complete their requirement in return for their Income Support Payment.

(Deed reference: Clause 94)

## Legal authority to formally notify a Participant of their Mutual Obligation Requirements

Employment services provider employees are delegated powers by the Secretary of the Department of Education, Skills and Employment under Social Security Law to formally notify Participants of their Mutual Obligation Requirements.

**Note:** The requirement to formally notify a Participant receiving Income Support Payments also applies to Disability Support Recipients (Compulsory Requirements).

## Notifying Participants within the appropriate timeframe

Trial Providers must issue formal Notification to Participants within reasonable notice timeframes before a Mutual Obligation Requirement is scheduled to occur.

If reasonable notice timeframes are not met, the Calendar will not allow a requirement to be booked unless the Trial Provider is in direct contact with the Participant and they have agreed to attend this requirement and the Trial Provider records this.

(Deed reference: Clause 94)

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## 10. Privacy and information sharing

Trial Providers must comply with Social Security Law and Australian privacy legislation. A Participant's Personal Information must only be used or disclosed for the purpose it was collected, except in limited circumstances such as where the Participant gives permission, where Commonwealth laws allow or other special circumstances.

Trial Providers should seek independent legal advice if they have any concerns regarding their obligations under any privacy or other legislation. For further information, refer to the [Privacy Guideline](#).

(Deed references: Clauses 37 and 39.5)

### Sharing Job Plans with SEE or AMEP Providers

Trial Providers should encourage Participants in the SEE program or AMEP to share their Job Plans with their SEE or AMEP Provider in order to make them aware of the activities in their Job Plan, including their Mutual Obligation Requirements.



Note: See the [New Employment Services Trial \(NEST\) Points Based Activation System Guideline](#) for Participants with a Points Requirement who are undertaking SEE or AMEP.

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## 11. Summary of required Documentary Evidence

### Job Plan – Documentary Evidence

- Once the terms of the Job Plan have been agreed to and the Job Plan has been created in the Department's IT Systems, the Job Plan must be provided to the Participant for their agreement. Job Plans can be agreed to online or by signing a hard copy.
- Trial Providers may send a Job Plan to the Job Seeker Dashboard through the jobactive website or Job Seeker App for the Participant to review and agree to online.
- Trial Providers must formally notify the Participant (including those with voluntary requirements) that the Job Plan has been sent to their Job Seeker Dashboard for their agreement. This must be done either face to face or over the phone and within two Business Days of sending the Job Plan.
- The Job Plan must be recorded in the Department's IT Systems as soon as possible, after the Job Plan has been created. The contents of the Job Plan recorded in the Department's IT Systems must be exactly the same as the hard copy.
- If the Department's IT Systems is temporarily unavailable or there is no computer access, Trial Providers must use the manual compulsory or voluntary Job Plan template available on the Provider Portal.

### Notification to Participants of their Mutual Obligation Requirements – Documentary Evidence

- The Trial Provider will notify Participants of their Mutual Obligation Requirements in accordance with the reasonable notice timeframes for the relevant method of notification.
- The Trial Provider will create a notification record in the Department's IT Systems, identifying the method of notification used (i.e. SMS, email or letter).
- If the Trial Provider is in direct contact with the Participant, the Trial Provider must record as the notification method that the appointment was booked directly with the Participant.
- If an Activity or Appointment is rescheduled by the Trial Provider, formal Notification must be issued to the Participant of their new requirements.

Note: If the Trial Provider chooses to record the Participant's Activity details in the Activity Diary, this will help them to issue notification of the specific details of participation in an Activity to the Participant.

### Activities – Documentary Evidence



**Documentary Evidence:** In addition to recording the relevant information in the Department's IT Systems, Trial Providers must retain the following additional forms of evidence (either hard copy or soft copy):

- timesheets or other records of attendance, including information collected through the Supervisor App, where used
- a statement of attainment or similar (for accredited education)
- a signed training notice or signal notice (for Defence Force Reserves)
- an invoice for services or a letter of acceptance into a program (for non-vocational interventions)
- Activity Host Organisation Agreements for Work for the Dole, Voluntary Work, the National Work Experience Programme and Work Experience (Other) Placements
- PaTH Internship Agreement
- CTA Agreement (for Career Transition Assistance)
- risk assessment documentation which details that all Deed and relevant Guideline requirements have been considered for both the Participant and the Activity (for Activities where risk assessments are required to be undertaken)
- payslips or Employer payroll summaries (for part-time work)
- For both self-employment and part-time/casual paid work, income reported by the Participant to Services Australia to stimulate a Participant's Income Support Payment is acceptable Documentary Evidence. This information is available from the Case Summary Screen of the Department's IT Systems (Job Seeker Information – View Declared Earnings). The information provided indicates both the earnings and the hours worked
- Additionally, Documentary Evidence for self-employment can include:
  - a Profit and Loss Statement
  - a signed and dated written statement from an accountant and/or registered bookkeeper
  - copies of records from the Australian Taxation Office and/or a tax return statement
  - a Business Activity Statement.

If Activity attendance information has been entered by the Activity Host Organisation into the Mobile Supervisor's App or directly into the Department's IT Systems, or the Participant has used evidenced based recording of attendance, offline records are not required to be kept.

Note: Where a Trial Provider provides a Work for the Dole activity itself (i.e. a Trial Provider and Activity Host Organisation have the same ABN), the Trial Provider is not required to enter into an Activity Host Organisation Agreement for the Work for the Dole activity. However, the Trial Provider must upload to ESS Web a document setting out Work for the Dole activity details, corresponding to the information required to be included in Part 1 of the Work for the Dole Activity Host Organisation Agreement Template – Group Based Activity and Work for the Dole Activity Host Organisation Agreement Template – Individual Hosted Activity (as relevant), prior to the relevant Work for the Dole activity start date.

(Deed reference: Clause 7)

## 12. Attachments

### Attachment A – List of Job Plan codes

Also see [ESS Web Activity Search](#): for Job Plan code search function

<b>Job Plan Codes</b>	
<b>Appointment Codes</b>	
AI12—Provider Contact Appointment	C,V
AI15—Third Party Appointment	C,V
<b>Services Australia Only Codes</b>	
A102—Attend Quarterly Appointment	C,V
A108—Reduced Capacity Requirements	C,V
ET63—Youth Activities	C
ET69—Refugee Activities	C
WE16—Community Services Order	C,V
EM51—Disability Supported Employment	C,V
<b>Digital Only Codes</b>	
JS11—Job Search monthly (Digital)	C,V
JS12—Job Interviews (Digital)	C,V
PA06—Personal Responsibility to Report and Record Attendance (Digital)	C
PA08—Digital Service Foundation Training	V
ET70—Undertake other training	C,V
<b>Personal Responsibility Codes</b>	
PA03—Personal Responsibility to Report and Record Attendance	C
PA04—Actioning Job Referrals and Opportunities	C,V
<b>Non-Vocational Codes</b>	
NV02—Counselling	V
NV04—Non-Vocational Training	C,V
NV05—Parenting Skills Program	V
NV07—Drug and Alcohol Rehabilitation	V
NV09—Self-help Group or Support Group	C,V
NV10—Undertake an Assessment	C,V
NV12—Child Care	C,V
NV13—Intervention – Non Specific	C,V
NV14—Health Maintenance Program	V
<b>Job Search Codes</b>	
JS04—Job Search Contacts Voluntary	V
JS05—Job Search with Disability - Activity Tested	C
JS06—Job Search with Disability - Non Activity tested	V
JS07—Research and Prepare Applications	C,V
JS09—Job Search monthly	C,V
JS10—Job Interviews	C,V

Employment Codes	
EM52—NEIS	C,V
EM54—Self Employment	C,V
EM56—Paid Work	C,V
Participation Activity Codes	
ET52—Adult Migrant English	C,V
ET53—Apprenticeship/Traineeship	C,V
ET56—SEE or ESL course	C,V
ET57—SEE and/or ESL assessment	C,V
ET58—NEIS Training	C,V
ET59—Study - Part-Time or Full-Time <i>This code now has an extra question when adding to a Job Plan: 'this this an in-demand skills course'.</i>	C,V
ET60—Updating work related licences/quals/m-ships	C,V
ET64—Work preparation	C,V
ET67—PaTH Internship	V
ET68—PaTH Employability Skills Training	C,V
ET69—Refugee Activities	
WE08—Relocation to an Area of Higher Labour Demand	V
WE09—Temporary Relocation to Undertake an Activity	V
WE10—Unpaid Work Experience (for Work Experience (Other))	V
WE11—Voluntary Work	C,V
WE12—Work for the Dole	C,V
WE15—Defence Force Reserves	C,V
WE18—National Work Experience Programme	V
PA05—Career Transition Assistance	C,V
PA07—Employment Preparation Activity	C,V
Points Based Activation System	
PA09—Points Requirement	C
Assistance Codes	
AS02—Health and Allied Services Assistance	
AS03—Interpreter Services Assistance	
AS04—Non-Vocational Assistance	
AS05—Provider Services Assistance	
AS06—Relocation Assistance	
AS07—Self-Employment Assistance	
AS08—Short Term Child Care Assistance	
AS09—Provided JET CCFA Information and Assistance	
AS10—Training - Books and Equipment Assistance	
AS11—Training - Courses Assistance	
AS12—Transport and Licensing Assistance	
AS13—Wage Subsidy Assistance	

AS14—Work Experience Activities Assistance	
AS15—Work Related Clothing and Presentation Assistance	
AS16—Work Related Tools and Equipment Assistance	
AS17—Other Assistance	
AS18—On The Job Assistance	
AS19—Psychological Assistance	
AS20—Ongoing Support Assistance	
AS21—Directly contacting employers for suitable jobs on the Participant's behalf	

**Fax to:** Services Australia Business Hotline**1300 786 102****Australian Government**

## Verification of Year 12 or equivalent qualification

### (Office use only: CBHESL)

Attached to this Verification Facsimile Cover Sheet is evidence of a completed Year 12 or equivalent qualification (i.e. Certificate III or higher) for:

**Job seeker's name:**

**CRN:**

#### Declaration by Provider

I have sighted:

*(tick as to which applies)*

<input type="checkbox"/>	the original qualification
<input type="checkbox"/>	a certified true copy of the qualification
<input type="checkbox"/>	a letter from the relevant school or educational institution formally verifying attainment of the qualification
<input type="checkbox"/>	a Statutory Declaration detailing the name of the course, date completed, institution and institution contact details.

Signed:

Name (Please print):

Organisation:

Office telephone & fax numbers:

Number of pages (including cover sheet):

All capitalised terms in this Guideline have the same meaning as in the New Employment Services Trial Deed 2019-2022 (the Deed).

In this Guideline, references to Trial Provider means a New Employment Services Trial Provider, and references to Participants means Enhanced or Supported Services Participants as defined in the Deed.

This Guideline is not a stand-alone document and does not contain the entirety of Employment Services Providers' obligations. It must be read in conjunction with the Deed and any relevant Guidelines or reference material issued by Department of Education, Skills and Employment under or in connection with the Deed.